

# Ajay Rahul Ravi

17+ Yrs. exp in Food & Beverage Operations in India and Gulf

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## AREAS OF EXPERTISE

Pre-Opening Restaurant Operations	Bar & Club Operations
Food & Beverage Management	Cost Control and P&L Owner
Vendor Coordination and Negotiations	Budget Administration
Staff Training & Development	Inventory & Supply
Resort and Hotel Operations	Customer Service

## PROFESSIONAL EXPERIENCE

### Al Nahda Hotels & Resorts – Oman

Nov 2020 – till date

EAM – Head of Operations

Al Nahda Hotels & Resorts started out as the vision towards excellence in hospitality, taken forward by the team at Al Bahja Group. From humble beginnings of a restaurant in 2003 towards opening its first hotel in 2006 to today having 5 divisions in hospitality services, Al Nahda Hotels and Resorts is now expanding in Qatar and the United Arab Emirates.

### Key Responsibility Area

- Fully responsible for all aspects of all departments at Al Nahda Resorts, Barka, Muscat and Sahab Resort & Spa, Jabal Akdhar, Oman
- Support and work with all Head of Departments in all aspects of running this hotel.
- Ensure the premises are in operative condition as per category of the unit to receive & serve the guests.
- Conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, GSTS feedback / RSTS feedbacks and action taken for service recovery, and any staff issues. Minutes of the meeting to be sent to GM/RGM.
- Ensure SOP implementation in all departments and check the same during routine operational checks. Consultant / GRM guidance to be taken wherever required.
- Monitor the purchase / indent / requests of each department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors / suppliers etc).
- Randomly inspecting the stores (F & B / Kitchen) to check the stock in hand (quality, par stock levels, expiry etc) with the F & B Manager & Chef.
- Dealing with Suppliers / Vendors for quality products involving Purchase Manager and providing performance assessment of vendors every quarter to HO Purchase.
- Inspecting all departments for SOP implementation.

### RAMEE INTERNATIONAL HOTEL – Bahrain

Jan 2018 – Feb 2020

Food & Beverage Manager

A Four Star Deluxe 105 key property in Bahrain, Ramee International Hotel reflects the comfort and decorum of a 4-star deluxe hotel. With 10 food and beverage outlets featuring world class entertainment, cuisine and acclaimed service it is the place to stay in Bahrain

#### **Key Responsibility Area**

- Manages Food & Beverage Operations for Ramee International Hotel, Bahrain with 8 Outlets in Fine Dining, Club, Café and Lounge
- Plan, prepare, and execute promotional events to ensure round the year footfalls
- Ensures that each profit centre and cost centre (e.g. Stewarding) operates in the Budgeted cost
- Maximises employee productivity through the use of multi-skilling, multitasking
- Ensures that all employees deliver the brand promise and provide exceptional guest service at all times.
- Ensures that employees also provide excellent service to internal customers in other departments as appropriate.
- Handles all guest and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
- Maintains positive guest and colleague interactions with good working relationships.
- Subject Matter Expert in Wines and Beverages

#### **ROCK HOUSE SLIDERS – Kuwait**

Apr 2016 – Dec 2017

Operations Manager

Rock House Sliders is one of the leading QSR restaurant in Kuwait. With over 12 outlets and committed to the highest food safety standards, with RHS sliders, there are endless taste combinations between spice levels, meat choices, sauces, and more.

#### **Key Responsibility Area**

- Managing overall Operations of 3 brands viz. Rock House Sliders, Saso and Mezzo in Kuwait consisting of 13 outlets
- Setting Revenue targets.
- Maximizing Sales and Profitability.
- Managing the operations of the In-House Restaurant Call Centre (OCIMS)
- Providing the team with a stimulating and supportive environment.
- Maintaining and increasing standards of customer service.
- Coordinating between various Teams for smooth Operations
- Driving team performance.
- Controlling the training and development of the line staff.
- Assist production and service department in developing Inventory Planning
- Organizing marketing activities, such as promotional Events and discount schemes
- Creating and executing plans for profit and staff development o Executing policies & procedures in the operating systems to achieve greater Guests Delight.

#### **KITTY SU, THE LALIT – Delhi, Chandigarh**

Feb 2014 – Apr 2016

Bar & Club Operations Manager

India's best Night Club situated in one of the leading and finest Five Star Property in India. 3 Clubs located in Delhi, Chandigarh and Mumbai. The only night club from India to feature in DJ Mag's top 100 clubs of the world and was also awarded the Best Night Club in the Capital two years in a row.

### **Key Responsibility Area**

- Plan, prepare, and execute promotional events to ensure round the year traffic,
- Assist production and service department in developing Inventory Planning and Menu
- Assign revenue targets
- Ensure smooth operations
- Attend to customer queries and complaints.
- Organizing marketing activities, such as promotional Events and discount schemes
- Preparing reports at the end of the shift/week, including staff control, food control and sales
- Creating and executing plans for profit and staff development

**BLUE FROG – Delhi,**  
Club Operations Manager

June 2012 – Feb 2014

Blue FROG is a revolutionary integrated music project in Mumbai, India. It consists of the country's premiere live music performance club, four state-of-the-art music recording studios, a music production house comprising top-notch composers, musicians and producers, and an independent record label & artist management service.

### **Key Responsibility Area**

- Setting up the Pre-Opening Restaurant operations and process for the restaurant
- Handled all the Licensing for Restaurant
- Developed financial, Operational and Business plans
- Developed and implementation of Restaurant Marketing plans
- Taking care of all the Negotiations, Vendor Management and details relating to beverages for the Restaurant
- Executing policies & procedures in the operating systems to achieve greater guests delight.
- Support and create an environment in the department where staffs are motivated, trained, developed to best of their abilities.
- Liaise with the kitchen team and other departments to ensure total customer satisfaction.
- Prepared and executed strategy to maximize Restaurant revenue and P&L Statements
- Supported and driven human resources as a strategic business partner

**CLUB MAHINDRA RESORTS – Manali,**  
Asst. Food & Beverage Manager

Jan 2010 - Jun 2012

Club Mahindra Holidays, Manali is a 45 Key property with dedicated 3 restaurants, gym and 250 cover Banquet. Club Mahindra is owned by Mahindra Holiday & Resorts India Limited (MHRIL) and is a part of the Leisure and Hospitality sector of the Mahindra Group.

### **Key Responsibility Area**

- To lead the food & beverage department, in order to provide the highest level of hospitality in all the F & B outlets.
- Continuously delight the customer by offering trend setting and innovative products and services.
- Formulating set short & long-term objectives for department and developing effective plans and targets of the hotel.
- Ensuring guest satisfaction by achieving delivery of service quality norms by interacting with guests, handle guests requests & resolving complaints.

- Planned, budgeted and managed all purchasing, inventory planning and stock replenishment programs. Selected vendors, negotiate terms, and implemented vendor quality standards.
- Handling smooth functioning of complete Restaurant Operations relating to Food & Beverage Service including goals, budgets, plans, and administrative activities and maintaining reports / records.
- Operational policies for the resort. Promoting team spirit and motivating staff to actualize targets

**ITC THE MAURYA**, New Delhi,  
F&B Executive

Dec 2007 - Dec 2009

Fittingly, the 438-room property is situated in the India's Capital exclusive Diplomatic Enclave in Chanakyaपुरi, in close proximity to Delhi's corridors of power. The hotel has long been the favoured accommodation of heads of state, royalty and business leaders from across the world.

#### Key Responsibility Area

- Worked in award winning restaurants like Pavilion, West View ( European Grill Restaurant ), MY HUMBLE HOUSE (Contemporary Chinese Restaurant).
- Headed a team of Butlers at the ultra-luxurious wing of the hotel – ITC 1 and Towers.
- Set weekly individual sales target for the associates.
- Maintained grooming of team members as per the standards of the company.
- Upgrading menu.
- Responsible for smooth running according to Welcom Procedure's (SOP's).
- Always proactive in maximizing sales and generating revenue

**EMIRATES PALACE** - Abu Dhabi, UAE,  
Restaurant Supervisor

Dec 2004 –Nov 2007

Emirates Palace, Abu Dhabi consists of 394 residences, including 92 suites and 22 residential suites. The residences are spread over two wings as well as a primary central building. The hotel project was started on December 2001 and was operated by Kempinski Group.

#### Key Responsibility Area

- Planning for sale promotion & achieve of the given target.
- Following the standard operation procedure of the Restaurant
- Supervising Restaurant Service with team of 10 service assistant's

**HYATT REGENCY** – New Delhi,  
Food & Beverage Service

Aug 2003 to Dec 2004

**JAYPEE PALACE** – Agra,  
Bar Tender

Jul 2002 to Aug 2003

## KEY ACHIVEMENTS

- Conceptualize Re-Opening of Madness and Rocky Club at Ramee International, Bahrain
- Conceptualize and Setup Operations process at Rock House Slider, Kuwait resulting in 50% increase in sales
- Launched and Managed Pre-Opening of Kitty Su, Chandigarh
- Launched and Managed Pre-Opening of Blue Frog Club, Delhi

## EDUCATION

**3-YEAR HOTEL MANAGEMENT DIPLOMA** Institute of Hotel Management, Shimla

**Certified Course in Brand Management** London Business School, University of London

**Certified Course in Food & Beverage Management** Bocconi University, Milan, Italy

**Certified Course in Customers Service Superstardom** Udemy Online

## TRAININGS & ACHIVEMENTS

- Completed six months Industrial Training at ITC Maurya Sheraton Hotel and Towers, New Delhi, India as part of the 3 years Hotel Management Diploma
- Certificate of Appreciation for Best Employee at Le Vendome Brasserie restaurant, EMIRATES PALACE HOTEL (KEMPENSKI GROUP), ABU DHABI, UAE
- Certificate of Appreciation for outstanding contribution towards the successful 26th Summit for the Cooperation Council for the Arab States of the Gulf EMIRATES PALACE HOTEL (KEMPENSKI GROUP), ABU DHABI, UAE .
- Certificate of Appreciation for Best Employee of the month at CAFÉ, HYATT REGENCY, NEW DELHI

[Ajay Rahul Ravi]